

Audit report

Center for International
Trade Expositions and
Missions

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Audit report

Client		Audit team	
Name of organisation: Center for International Trade Expositions and Missions		Name:	Role:
Address: Golden Shell Pavilion, ITC Compound, Sen. Gil Puyat Ave cor Roxas Blvd., Pasay City, 1300 Philippines		Sherdon Barcia Czharina Buaquena Jona Anorico, Jerah Duran	Lead Auditor Auditor Auditor Auditor
Client representative (name and role):			

Audit		
Standard(s)	In case of multi standards, indicate whether the audit is:	Type of audit:
1.ISO9001:2015 2. 3.	Combined <input type="checkbox"/> Joined <input type="checkbox"/>	<input type="checkbox"/> Initial stage 1 <input type="checkbox"/> Initial stage 2, <input checked="" type="checkbox"/> Recertification <input type="checkbox"/> Surveillance 1 <input type="checkbox"/> Surveillance 2 <input type="checkbox"/> Special audit (specify) :
Audit Locations:		Audit dates: 25 November 2020
Address:	Type of site: Main	

Recommended scope:
Trade Expositions and Missions

In case of different scopes according to sites and or standards or if scope has been extended, reduced, adjusted compared to last audit, specify:

Recommendation from audit team:

- Certification (subject to satisfactory closure of corrective actions)
- Certification suspension
- Certification withdrawal
- Recertification (subject to satisfactory closure of corrective actions)
- Certification maintenance (subject to satisfactory closure of corrective actions)

Total number of nonconformities and observations raised*:

*: *matrix attached*

Client signature (for acceptance of the above details only)

Lead auditor signature

1. Introduction to client / general comments:

(Any useful information to help understanding the context of the audit: economic, geographic situation for EMS audits, hazards for OHSMS, etc.)

The organization still focused on Trade Expositions and Missions and has still been found to implement their quality management system controls and provide updates to contextualize their issues. They have provided updates to their risks and opportunities per area documented in their Risk and Opportunity Assessment forms connected to relevant issues and identify the controls thereof and these were trailed during the audit.

The direction of the strategic plan is now to go digital and sustainable.

Challenges faced in the past year such as implementation of ARTA requirements, having to push for more profitability as well as other internal and external issues were covered as part of the discussion during the context audit.

Good implementation of the processes is still apparent as the presented records and observed actions look effective in achieving set goals in the form of sampled accomplishment reports with Action Plans within the strategic plan documents.

Overall, the management system still is seen to be in place to support the organization and should still be sustainable to keep improving in the future.

The Center for International Trade Expositions and Missions (CITEM) is the export promotion arm of the Philippine Department of Trade and Industry (DTI).

CITEM is committed to developing, nurturing, and promoting globally-competitive small and medium enterprises (SMEs), exporters, designers, and manufacturers by implementing an Integrated Approach to Export Marketing in partnership with other government and private entities.

2. Significant changes since last audit:

Company name

Code

Top management

Main site or other site address

Staff

Policy

Scope of certification

Function process

In case one or more of the boxes is/are ticked, comment:

3. Deviations of audit plan and reasons:

Yes

No

If yes provide details:

Not applicable

4. Audit findings:

Summary of conformity:

Operations: Group 1 and 2 (Signature Event Division, Buyer Marketing, and Overseas Trade Fair)

Group 1: Home and Lifestyle

Signature Events Division

- Risk: Staging of the physical event that will transmit Covid
- Control: Plan is made already (BCP) with deadlines; Announce to the stakeholder; Transition to Digital
- Objective: 100 registered exhibitors for the Digital Fair/ 300 exhibitors
- Action Plan: Strict implementation of the same campaign for the regular shoe. Communicate to the exhibitors in the database. Release invitations/ announcement; Registration.
- Responsible Unit/ Person:
- Monitoring: Weekly (Report submitted to Core Plan)
- As Nov, 2020, 160 exhibitors in Oct. 15, 2020 Exhibit Fairs; Target met.
- Signature Events Division includes activities from campaign to exhibitions.
- The following objective evidences as part of implementations of the Manila Team Exhibit (FAME+) were seen and checked:
 - E-card for the Exhibit Registration dated Aug. 24, 2020 & Follow ups were made within a week;
 - Requirements: Business Permit; Product Photos; Company Write Up; List of Buyers; List of International Fares; Product Development Application;
 - Criteria of Evaluation: Online Presentation - 20 pts.; Export Experience – 35 pts.; Available Content – 30 pts; Willingness to join CITEM's Product Development Program; BSO Endorsement/ Member; and
 - Passing Mark – 70 points to qualify.
- Sampled registered/ approved exhibitor were seen and checked: BMA (FF Code 562) – Festive or Seasonal Décor Furniture/ Gift Home Décor & Houseware registered Sept. 26, 2020; Ann Pamintuan (FF Code 877) – Fashion, Furniture Home Décor & Houseware Lamps and lighting registered Sept. 22, 2020; and Almar Jewelry (FF Code 532) – Fashion Accessories registered Sept. 25, 2020. Sampled requirements of the above samples were seen and checked.
- The Exhibitor Profile System (EPPS) is the infrastructure used in the service realization.
- FAME+ is different platform from the past that was launched Oct, 23, 2020.

Buyer Marketing

- Risk: Postponement of trade fairs due to Covid19
- Control: Buying marketing and promotions via digital
- Objective: 1250 registered buyers at the end of the 2020
- Action Plan: Digital Campaign with cooperation with Web Marketing and Communication Division; Email blast & e-cards; Promo Materials FAME+ Primers to be distributed and Social Media accounts (IG, FB, Twitter & Pinterest)
- Responsible Unit/ Person: Web Marketing Division + Buyer Marketing
- Monitoring: Weekly (Weekly Report submitted to Core Plan)
- As Nov. 2020, 547 registered buyers; Target unmet; Action Plans: More Feasible Objectives (with data from Analytics as well as registered buyers); Full blast of the campaign due to the limitation of the infrastructure used.
- FAME+ is not yet implemented from Admin Dashboard to FAME+ to centralized the users to avoid confusion which the migration took place from Oct. to Nov. 2020. The official website is www.FAME+.com.
- The following objective evidences as part of implementation of Buying Marketing were seen and checked:
 - Manila FAME started e-blasts; Call to Action: Be a FAME + Buyer that will lead to Create an Account (Buyer Information and Additional Information – Company Details) for Business Matching.
 - Review details and check the registrants as legitimate buyers. If unsure, ask help from Trade Offices. Verification for legitimacy was done.
- Sampled registered buyers were seen and checked: EM (USA) registered Mar. 21, 2020; LC (Phils) registered June 11, 2020; and YH (UK) registered Nov. 22, 2020.
- To check if illegitimate registrants or not, emailed them directly to double check. The consequence of illegitimate buyers has limited access to the exhibitors. The result of the checking is to have the direct or access to the exhibitors.

Overseas Trade Fair

- Risk: Cancellation of the host of the trade
- Control: Content development and marketing using Overseas Platform (Overseas Trade Fair Digital Participations – Maison and Objet Paris)
- Objective: 10 exhibitors assisted (pivot due to Covid19)

- Action Plan: Transition to Physical to Digital; Re-strategize and capitalize to the features of the available digital platforms; Produce quality content; Industry Trade Fair to participate on Physical and Digital
- Responsible Unit/ Person: Overseas Trade Fair (Project Manager)
- Monitoring: Weekly (Report submitted to Core Plan)
- As of Nov. 2020, 13 exhibitors assisted; Target met.
- The following objective evidences as part of evidence of the Manila Team Exhibit – FAME +
- E-Letter in the form of Circular Review details and check the registrants as legitimate buyers. If unsure, ask help from Trade Offices. Verification for legitimacy was done;
- Published in the Social Media - Call for Interest;
- Gather them in a meeting and discussed the creative directions, requirement and expectation from them;
- Companies will follow the standard of the Creative Team. Set up individual meeting with Companies;
- Individual schedule with the designs with Companies with weekly monitoring of the designs; and
- Product developments up to the Market
- As part of the preparation, professional Art Director was hired to create visual presentation (cohesive and high impact) as well as in the digital platform; Copy writer (at par global standards). They are hired by contract and engagement process.
- Uploaded Product Development Curation of different Companies as seen in the official website were the following: Weave Manila – rags [<https://mom.maison-objet.com/en/brand/13643/weavemanila/products>]; Zarate Manila – home décor and [furniture <https://mom.maison-objet.com/en/brand/13603/zarate-manila>]; and Zacarias 1925 – home decors & lifestyle [<https://mom.maison-objet.com/en/brand/13627/zacarias-1925/products>].
- The actual Overseas Digital Trade Fair was from Sept. 4 – 18, 2020 & 13 companies will be present in the website for 1 year.
- According to the Sales Report dated Nov. 15, 2020, total of 1.9 M in sales as seen in the Sales Report Survey
- Based on the Survey/ Feedback, time needs improvement. This can be used in the Planning Stage the following year.

Group 2 – Food & Sustainability

Signature Events Division

- Risk: Event cancellation
- Control: Plan B – proceed with 2021 under the new normal.
- Objective: 50% capacity exhibition hall on May 2021 (abundance/ harvest time) – Hybrid Exhibition
- Action Plan: Implementation and Monitoring of the Operating Plan as Plan B
- Responsible Unit/ Person: Signature Events Division
- Monitoring: Weekly (Weekly Report submitted to Core Plan)
- As of Nov. 2020, no exhibitions were conducted due to Covid19 - Secretary Certificate CITEM Board of Governors held on Mar. 2020 – deferred projects signed by Atty. AGIM (corporate Board Secretary); Secretary Certificate CITEM Board of Governors held on Mar. 2020 – Management Policy on deferment of the projects shall be made 2 months prior to its implementation deferred projects signed by Atty. AGIM (corporate Board Secretary); with Letter of CITEM postpones SSX due to Covid 19 for May 21 – 23, 2020 dated Mar. 20, 2020.
- Sampled Operation Plan were seen and checked:
- IFEX Philippines NXT Food Asia 201 (A Modified B2B Focused Event) - May 2021 & SSX 2021 – July 2021 which contains the following: A) Core Preparatory Requirements (Project Brief; No. of Exhibitors; Sales – target revenue & post recovery and client satisfactory); Pre-Operating Budget; IFEX Budget; Early Procurement; Conduct Industry Collaborative Meetings & Prospecting Partners; B) Planning for Exhibitor Campaigns; C) Project Acceleration and Marketing Promotion – Conducted the Survey for the Hybrid Event (Physical Event with Online Component); D) Value Food Innovation Program - Comprehensive Programs responsive to the new normal (June 2020 – May 2021) → Status: IFEX Philippines NXT Food Asia 2021 Edition Survey – last week of the data gathering and evaluation; and Sustainability Solutions Expo 2021 Survey – release next week.
- Target of 200 exhibitors but only 106 exhibitors UpToDate; Target unmet; Action Plan: One on one sending; partnership.

Overseas Trade Fair

- Risk: Cancellations of the participations
- Controls: Interim online platform
- Objective: 40 exhibitors assisted (before the pandemic schematic approach – healthy and natural)
- Action Plan: Partner with different organization; Content Amiliarization Program hired one photography and narrative; online database platform as seen in food.philippines.com/ foodphilippines.com.cn – bilingual ; Launched the campaign – E-blast Circular 1, s. 2020 - Call for Participation: 3rd China International Import Expo 2020 dated Sept. 2, 2020; DFA Meeting – Manila FAME online dated Oct. dated Aug. 10, 2020; Submission and evaluation of the documents and commitment; Submitted contents.
- Responsible Unit/ Person: Signature Events Division

- Monitoring: Weekly (Weekly Report submitted to Core Plan)
- As of Nov. 2020, more than 40 exhibitors assisted; Target met.
- The different partnership made are the following as seen in their Memorandum of Agreement with Department of Trade and Industry – Center for International Trade Expositions and Missions: Department of Agriculture – Office of the Agriculture Counsellor – Beijing (SA – OAC) dated Oct. 26, 2020; Philippine Exporters Confederation; & Department of foreign Relations - Office of the Undersecretary for International Economic Relations (DFA – OUIER).
- Sampled exhibitors were seen and checked in the official website with attached requirements: Excellent Quality Company [https://drive.google.com/file/d/11j7auaQzhobZLGDzVaHt-xknahNp0gFA/view?usp=drive_web]; Castillo Import Export [https://drive.google.com/file/d/1unuUUMUU7fBBnnkajlrixHAsfqxyzO/view?usp=drive_web]; and Magic Melt Foods Inc. [https://drive.google.com/file/d/1tAGKXFulwkEt-_5fz2FwvyihYYUvcl-D/view?usp=drive_web]
The Overseas Trade Fair was conducted Nov. 5 – 10, 2020 with Reported Sales was 400 M USD.

Legal

Scope: Corporate Board Secretary of CITEM and Contract Management and Monitoring

Corporate Board Secretary

- Res. No. BM 2020-01-04: Adoption of the policy on the prescribed frequency of meetings, in accordance with GCG Memorandum Circular 2012-07
- Res. No. BM 2020-01-05: The conduct of meetings shall be through organizational meeting, teleconferencing, video conferencing or any other electronic medium, in accordance with GCG Memo Circular 2012-07 and Securities and Exchange Opinion 15, series of 2001
- Res. No. BM 2020-08-09: Approval of the request to grant the ENERCON INCENTIVE FY2019 to CITEM Employees pursuant to AO 228 in relation to DBM Circular Letter No. 2008-09 s. 2008
- Res. No. BM 2020-10-10: Ratification of the Acts of Management executed from September – October 2020

Contract Management and Monitoring

There are 243 contracts processed by CITEM's Legal Team for 2020.

Sampled contracts with notarization:

- Contract No.: 200124 Contract of Services with Asia Gulf for F&B Event Organizer in connection to the Launch of the PH Participation in EXPO DUBAI/ SIAL ME (Dec. 2019)
- Contract No.: 200215 Contract of Service for Digital Marketing Writer with Mr. P. Cennizal for the implementation of its remaining projects such as Manila FAME Oct. 2020 thru digital content, institutional commitments, and project preparation for IFEX Phils 2021 and Sustainability Solutions Expo 2021
- Contract No.: 200236 Contracts with Shanghai Foreign Co., LTD for the Onsite and Online Interpretation Services of CIIE 2020 Oct. 30, 2020

Communications & Services: Communication Management Division, Visual Design Division, Exhibit Design Division, Web Marketing Division

Digital Trade and Community Platform was launched last October 2020

- CITEM had planned to go digital before pandemic, plans were accelerated due to pandemic
- Digital iteration became a solution to the low trade market turnouts for Home, Fashion, and Lifestyle and this was the reason why CITEM was planning to transition to the digital platform
- Designs and groundwork are already in the works (1 out of 4 live now)

Process:

- CCSD's Department head received CITEM.CCS.FR.001 Service Request form with approved attachments such as but not limited to Project Brief, Terms of Reference, Creative Plan, Design Application Guide, Budget Source (PPMP/MOA/CFA) forwarded to all division
- A separate Monitoring Form per division is used to monitor the accomplishment of output per division including the recommendations for release. This is also where the feedback of the end user is noted upon receipt of output
- Communication Management Division (CMD) creates the text content or story based on SRF and supporting documents.
- Visual Design Division (VDD) creates the visual content or illustrations that supports the narrative/ story from CMD
- The combined output of CMD and VDD called a Creative Brief or Final Artwork and Design Application Guide is the input for Exhibit Design Division (EDD) and Web Marketing Division (WMD)
- EDD translates the Final Artwork and Design Application Guide into the physical exhibit
 - This is when bidding for suppliers for the exhibit happens in cooperation with procurement

- WMD creates the marketing campaign posted on the web based on the Final Artwork and Design Application Guide (deliver email marketing campaign and social media campaign of the micro site)

Exhibits/ events attended:

- Pre-pandemic
 - Ambiente Germany
 - Gulfood Dubai
 - Chocoo Amsterdam
- During Community Quarantine
 - CIIE China
 - CIFIT China
 - ITIM Makati
 - FAME+ (Manila FAME) = Digital Event/Platform

Sampled exhibits/ events

- Project Title: Ambiente 2020 for Germany
 - SRF #: AMB20-2019-01 with attached support documents (Project Brief, number of audiences to serve, number of exhibitors, design plan, budget, etc.) was received Oct. 23, 2019 while exhibit/ event is schedule to be held on Feb. 2020
 - Public Relations Report (Communications Management Division)
 - Project Team: OG1
 - Media Mileage Generated: PhP22,232,065.62
 - Duration: January to June 2020
 - Requirements:
 - 8 E-cards – Ambiente announcements and call for buyers
 - Circular – Ambiente Advisory for Exhibitor’s Digital Strategy (Individual letters to exhibitors)
 - Press Release 1 – Lifestyle Philippines brings Tarlac as first Partner Artisan Community in top German lifestyle trade fair
 - PR 2 – Filipino craftsmanship to be highlighted in a series of international events starting with Germany’s Ambiente
 - PR 3 – Work of skilled Filipino hands-on display in Frankfurt, Germany
 - PR 4 – Cebu-based décor exporter receives international recognition for sustainable efforts
 - CMD Client Satisfaction Rating
 - Quality – 5
 - Efficiency – 4
 - Timeliness – 4
 - CITEM.WMD.FR.001 Rev 4 Web Marketing Division (Communications & Creative Services Department)
 - Event Dates: Feb. 7 -11, 2020
 - Requirements: E-Card
 - Client Satisfaction Rating
 - Quality: 5
 - Efficiency: 4
 - Timeliness: 4
 - CITEM.VDD.FR.002 Rev 1 Visual Design Division (Communications & Creative Services Department)
- FAME+ (Manila FAME)
 - Online Service Request ID: 15
 - Project: Manila FAME October 2020
 - Project Dates: October 15 – 17, 2020
 - Division/ Office: OG1 – Signature Events
 - Attachments: Floor Plan/ Layout, Project Brief, Reference Materials (Framework for reopening the exhibition industry)

HR, Learning and Development

Recruitment

Recruitment is classified to two types – Promotion (Internal Applicants) and Outside Hiring (External Applicants). Currently, due to pandemic, the office is working on an Alternative Work Arrangements as stated in Office Orders No. 2020076 dated 16 March 2020 and No. 2020078 dated 22 May 2020, signed by the Executive Director. Wherein the said Office Order discusses the guidelines on how the employees of the organization schedules their office reporting and work-from-home arrangements. The order also discusses the support mechanisms for the employees, as well as workplace protocols. The organization has a total of 145 positions where 86 positions are filled up, which meets the minimum requirement as per CSC. The guidelines of the Alternative Work Arrangements were distributed across the organization by the HR office.

It was also reported that recruitment process is functioning via online, as per Office Order No. 2020089 dated 9 July 2020, signed by the Executive Director. The recruitment and selection process includes online competency assessments, video conferencing for initial interviews, and online testing of applicants, and HRMPSB deliberations. The process starts with the team, publishing and posting of vacant positions that is valid for 9 months, extended based from the period of ECQ. Then qualified applicants will proceed to preliminary evaluation to assess Psychological factors, panel interview and extensive background check. The criteria for the evaluation process will be based on the Qualification Standards, and those who will be qualified will undergo written examination, skills test, competency assessment, interview and others. Further evaluation will check based on the performance, education, training, work experience, psychological attributes and personality traits and potential (competency) of the applicant. Applicants who met the minimum QS will be then scheduled for initial screening then Psychological Examination. Cut-Off score is used to proceed to the next step which is the panel interview and deliberation to be done by the HRMPSB. Once done, issuance of signed (HRMPSB Chairperson) appointment will follow which will be submitted to CSC RO together with Report on Appointments Issued (RAI) every 30th day of the month.

Sampled Documents:

- Publication of Positions (CS Form No. 9) dated 7 July 2020 signed by the Executive Director
- Appointment (Erese)
- CSC 13-109509 effective 19 May 2014
- Oath of Office (CS Form No. 32) dated 16 Sept 2020
- Position Description Form (DBM-CSC Form No. 1)
- Personal Data Sheet (CS Form No. 212) dated 28 Sept 2020
- Appointment (Imson)
- CS Form No. 33-B dated 16 Sept 2020, signed
- CSC-NCR Cert. No. 1410 effective 14 July 2015
- CS Form No. 32 dated 16 Sept. 2020
- DBM-CSC Form No. 1 dated 16 Sept 2020
- CS Form No. 212 dated 16 Sept 2020
- Appointment (Parra)
- CS Form No. 33-B dated 16 Sept 2020, signed
- CSC RO4-190528-511 effective 28 May 2019
- CS Form No. 32 dated 18 Jan 2020
- DBM-CSC Form No. 1 dated 16 Sept 2020
- CS Form No. 212 dated 1 Oct 2020
- Appointment Notice dated 9 Sept 2020, effective 16 Sept 2020
- CS Form No. 2 - Report on Appointments Issued (RAI) for the month of September 2020

Learning & Development

The team formulates L&D Plan plotted for 3 years. Current plans is based on the 2020-2022 L&D Plan that focuses on digitalization and sustainability. The Plan serves as the roadmap for the implementation of all the learning and development initiatives of the organization to support the strategies generated to address challenges identified. The team uses Competency Framework formulated November 2019.

Sampled Documents:

- HRD, L&D Plan 2020-2022 signed by the Executive Director dated 2 July 2020
- Competency Assessment Survey Questionnaire – Self Assessment that shows employee’s manifestation on Communication Strategy, Content Development, Managing Contracted Services, Marketing Savvy, Media and Press Management, and Technology Savvy. – sampled from employees: Dalmazo, Dela Cruz, and Mendoza.
- Professional Development Action Plan – shows pre- and post- assessment on Mission-Critical Competencies, identifications and observations on learning and development interventions, to be accomplished by the employee (sample: Erese) and to be signed by the immediate supervisor and HRMD
- Trainings Attended (Online) based on records of training evaluation:
 - (Dalmazo) – Building a Digital Business Strategy dated 3 November 2020
 - (Dela Cruz) – PSD to Responsive HTML5: Beginner to Advanced dated 23 November 2020
 - (Erese) – Social Media Marketing: Content Marketing Masterclass 2020 dated 13 November 2020

AUDIT RESULTS:

Positive Findings:

- Discussions were clear and precise
- Competency of the team members were seen
- Well-aware on audit procedures

System Management and Development

Risk: defective servers, unavailable ICT hardware, network hardware and connection and software utilities

Control: Follow ICT preventive maintenance schedule and procedures

Risk: incorrect/incomplete service request form, contact information, data entry, sales report form

Control: Check if the required fields are properly accomplished

Risk: unavailable schedule of personnel, DICT point person and CITEM management

Control: Set early appointment date at least 1 week before for brainstorming, consultation and presentation

Document CITEM.SPM.PC.001 for Systems Management and Development Division Procedure was established to provide documented system to examine whether the quality management system processes and related results comply with planned arrangements and whether these arrangements are implemented effectively and are suitable to achieve the CITEM objectives. Procedure details includes information systems strategic plan, systems development and maintenance, database management, hardware, software and network administration and preventive maintenance. Control of non-conforming outputs are dealt with reactive measures.

Database data integrity procedure serves to address the challenges surrounding the accuracy and consistency of data stored in a database and acceptable procedures. Checklist in data uniformity is used to check record completeness and performs removal of duplicate record and record verification.

Backup plan is established for servers and desktop/laptop PCs. Server backups are performed every business night excluding holidays and is monitored by a fulltime IT personnel. Desktop and laptop backup are done on a daily basis and are uploaded either to the server, external drive or OneCloud cloud storage.

Sample of preventive maintenance records are 003870, 003869, 003868 and 003867 for the 2020 1st half preventive maintenance conducted on March 10, 2020. Sample ticket 003870 is for the preventive maintenance of HP Omen laptop from Business Development Unit. 2020 2nd half preventive maintenance includes 67 PCs, 68 printers and 4 servers conducted in September 2020. Sample ticket 004023 and 004004 for request of exhibitor's information performed by database management team.

Data generation for current/latest projects are available in the ticketing system in CITEM intranet and the checklist requirements are fully accomplished request ticket and approval of DM/DC. Examples of projects includes database query system (in-house project) that will serve requests to generate reports regarding event for buyers, exhibitors and visitors.

Division performance commitment and review (DCPR) is used for performance evaluation where success indicators (targets and measures) are evaluated against the actual accomplishment. Sampled reports are for PSJ and CDE.

Finance

Risk: postponement of local and international trade fairs due to pandemic which resulted in a significant decline in revenue

Control: Prepare a robust presence in the Digital platform to augment the lack of physical trade shows and to develop other revenue streams

Risk: Underutilization of budget due to the cancellation of physical trade shows

Control: Realign the budget to digitalization projects to cope with the fast paced trade promotion activities.

Document CITEM.GSD.PC.003 Procurement procedure aims to have transparency in the procurement process of goods, infrastructure projects, consultancy, and other services through wide dissemination of bid opportunities and effective documentation. This covers the processing of purchase request, delivery and pick up of required items and documentation for payment. Control of non-conforming output includes return to BAC for incomplete BAC processed PR, fast track processing of document for delayed processing of documents and completion of required documents for incomplete document for payment.

Sampled documents are Purchase Request No. 2020-0282 dated October 8, 2020 for the hiring of creative agency for development of computer-generated imagery for design commune, request for quotation for the same procurement, purchase request dated September 29 and document checklist for alternative mode of procurement. Certificate of satisfactory service was also presented for web.com.ph for providing web hosting and email hosting for CITEM. Sampled request for quotation is RFQ No. GSDSVP-2020 for one set of small and large printer to

Natures Legacy Eximport. Awards notices are posted in Philgeps. Sampled award notice is Ref. No. 2871112 for Creative Agency for the Development of computer-generated imagery.

Document CITEM.BDG.PC.001 for Budget Monitoring obligate and control the company's spending based on the funds allocated and is aligned to their Annual procurement plan for 2020. Document CITEM.CTR.PC.002 is the disbursement voucher processing in accordance with RA 9184, COA circulars and other applicable requirements. Sampled disbursement voucher BURS No. CAP-20100661 for content amelioration program and FS-20030293 for payment of salary for CITEM permanent employees for the period 01-30 of April 2020. Accomplishment report completed for February 2020 projects are 96% accomplishment for exhibit count, 69% for number of inquiries and 80% for export sales.

Maintenance, IT

Procedures to be found in the document CITEM.GSD.PC.001 Rev 1 (issued 3 July 2017) Building Maintenance Procedure. Procedure starts with the Section Head either he receives request for maintenance or initiates facility maintenance. Before dispatching maintenance personnel, a facility inspection will be done by the Section Head. Then the dispatched maintenance personnel will conduct the repair or maintenance works. After, the Section Head will conduct inspection and monitoring. Alongside with the maintenance activities for IT equipment (system, network, servers, hardware and software). IT Team also gave public access to their intranet for employees working from home (thru VPN – only authorized employees are allowed to access). The team also ensures the security of their internal network and reported that it is not searchable in public browsers. Preventive Maintenance is done twice a year (2020: February-April, and September), while physical check is done every other month.

The team also follows Business Continuity Plan, where assignment of maintenance personnel is being implemented, for example:

- Electrician/Technician – monitoring; installation; daily routine inspection; weekly reporting
- Janitorial Personnel – general cleaning/sanitation every Saturday; weekly

Risk Identified:

- Facilities not well-maintained
- Cause: Non-availability of maintenance personnel due to other tasks assigned or on leave
- Control: ensure proper scheduling of tasks and leaves
- Opportunity: training for other MPs; hire alternate MPs
- Distribution of IT equipment (laptops vs desktops) to employees working from home. Support of the management regarding resources – procurement of equipment and transportation services

Sampled Documents:

- Maintenance Inspection Form (CITEM.GSD.FR.001) identified in the floor plan in which the findings and recommendations, materials needed, preparation and approvals are indicated.
- ACU Inspection Form (CITEM.GSD.FR.026 Rev 1)
- November 2020; OED Office
- October 2020; HRD Stairway; 31 units
- Comfort Room Inspection Form (CITEM.GSD.FR.022)
- 10-14 February; North Female CR; with complete inspection
- Electrical Panel Inspection Form (CITEM.GSD.FR.023 Rev 2)
- October 2020; with complete inspection and signatures
- November 2020; with complete inspection and signatures
- Facilities Maintenance Program Form-A (CITEM.GSD.FR.024) for the year 2020 – complete inspection until present date
- Request for Maintenance Services (CITEM.GSD.FR.019 Rev 1)
- Sample 1: request from Corporate Planning Division dated 18 Feb 2020; electrical; signed; completed with satisfaction survey
- Sample 2: request from Special Project Division dated 29 October 2019; janitorial; signed; completed with satisfaction survey
- Performance Survey (Janitorial Services) – dated 7 Jan 2020 with perfect rating under criteria – work standards, service orientation, interpersonal skills, proper attire (sample employee: Flancia, under DearJohn Services, Inc.)
- Memorandum for Preventive Maintenance Schedule 2020 (first and second half) dated 17 February 2020, prepared by the Computer Technician and approved by the OIC, SMDD

- Preventive Maintenance Ticket No. 003754 / 003755 (CITEM.SMD.FR.007 Rev 1) dated 25 Feb 2020 for CSD Department; Status: Closed; with perfect rating for evaluation
- Monthly PC Check Up – June, July, September
- Monthly Printer Check Up – June, July, September

Control of Documented Information

Control of Documents Procedure (CITEM.STR.PC.001 Rev 2 issued 22 Nov 2018) provides a documented system to ensure that only appropriate versions of documents needed for effective planning, operation, and control of organization's processes that relate to the CITEM QMS are available at points of use. Process of Document Creation starts with the Originator submitting draft documents and DRAR Form (Document Review and Approval Request) to be processed by the Document Controller. The draft documents will be reviewed and approved by the QMR and Department Heads. Once approved, the document controller will register the created document to MDR (Master Document Registry – which shows the list of all documents with identifications on division origin, document type, document code, revision number, document title, date registered, date issued, and DCC remarks). Once the MDR is updated, issuance of the document will follow (thru email and intranet). "Obsolete Document" stamp appears on the old document, in case of revision. Retrieval is thru the organization's intranet, where all updated documents are uploaded. In the event that the intranet is down, the DCC is prepared thru manual recording of documents (excel file). Since distribution is thru email, DCC can easily retrieve documents using back-up files. Daily maintenance is also observed. The DCC only handles digital copies of the documents, physical copies will be coming from the employees.

Risks Identified:

- Issuance of outdated documents
- Creation of manual MDR with the support of intranet; updated document back-up

Sampled Documents:

- (NEW) DRAR dated 16 Oct 2020; requested by Corporate-SMDD; reviewed 16 Oct 2020; approved by QMR 19 Oct 2020; DCC received 27 Oct 2020 with new document code CITEM.SMD.MN.002 (Manual for Database Query System); date registered 27 Oct 2020; date issued 27 Oct 2020
- (REVISION) DRAR dated 21 October 2020; requested by OED-CPD for Document CITEM.CPD.FR.001 Rev 6; reviewed and approved by QMR 21 October 2020; DCC received 21 Oct 2020 (CITEM.CPD.FR.001 Rev 7); registered and issued 21 Oct 2020
- (OBSOLETE) Document Code CITEM.AMD.FR.011 Exhibitor Badge/Invitation Order (Form G)

Internal Audit

The Internal Audit Team currently composed of 11 auditors and follows Internal Quality Audit Procedure with Doc. No. CITEM.IAS.PC.001 Rev 2 issued 19 June 2020. The procedure starts with the Lead Auditor conducting audit planning (annual QMS audit plan and audit itinerary), to be followed by the audit team's preparation – audit checklist guide and auditor's notes. Once audit plan is in place, conducting of audits will proceed between the auditors and auditees. After audit, reporting of audit findings from the audit team and lead auditor will follow generating audit findings report (CITEM.IAS.TP.004 Rev 2), corrective action request (CAR) and CAR Register.

Recent internal audit conducted last 26 August to 1 September 2020. Internal Audits are planned annually prior to the start of the calendar year. Originally, audits are scheduled March but due to the pandemic, adjustments were made. The audit plan shows the 12-month period internal audit schedule covering the whole QMS. However, there were blocked months to serve the signature events that the organization participates in. For CY2020, blocked schedules are for the months May, June and October. The audit plan shows the objectives, methodologies, processes, audit criteria, period to be covered, auditee, auditor, and date/time. Internal Audit results were reported successfully, areas were all covered and audited, with zero NCs and only OFIs were reported to few offices.

Quality Objectives:

- To conduct the internal audit as planned (current performance 100% accomplishment)

Risk/Opportunity Identified:

As reported to their ROA Analysis, high-risk identified was face-to-face auditing was not feasible due to the pandemic restrictions. Control was to conduct the audit remotely (virtual/online) which became the opportunity for the team to implement other auditing technique.

Sampled Documents:

- Audit Findings Reports:

- Documentation Management, STREDO Division - audited 25 August 2020, with 2 OFIs
- Infrastructure and Environment Management, GSD/Maintenance – audited 25 August 2020 with 3 OFIs
- Auxiliary Services, Procurement Unit – audited 26 August 2020 with zero findings.

Management Review

The Completeness of the required input and output has established in the presented Management Review Meeting Minute performed last September 11, 2020.

Positive findings:

- Discussions were clear and precise. Competency of the team members were seen and observed.
- Awareness of team members on audit procedures is commendable.
- Documents were presented in an organized manner especially for DCC.
- Efforts on maintaining the quality management system despite of the pandemic is commendable. Their commitment is evident on their transition from physical to digital platform.
- Accountability of the process owners is commendable.
- Proper planning and execution of the Internal Audit are commendable.
- Achievement of the targets is commendable for the Operation (Overseas Trade Fair : Group 1 – 1.9 M & Group 2 – 400+ M USD which shows the commitment to your mandates.
- A monitoring of the progress of each contract managed or processed was used for both online and manual processing.
- There was a prompt shift from manual to online processing and monitoring for each deliverable for all 4 divisions - CMD, VDD, EDD, and WMD.
- Launch of Digital Trade and Community Platform (DTCP) in October 2020 with FAME + going live on Oct. 15, 2020 to provide online presence for SMEs and other exhibitors.

Opportunities for improvement:

The organization may wish to :

- Ensure documents are signed by the signing authorities before dissemination (Sampled Doc: Audit Findings Report for Procurement – not signed by the auditor in-charge)
- The team may wish to keep their own-copy of reports submitted to the management/admin office as their reference if needed, it can be electronic copy. (ex. Year-End General Survey)
- You may want to improve the monitoring further to include step-by-step progress of the contract to facilitate retrievability of relevant records and or transactions (with notes or remarks as to the challenges met with the processing). You may also consider merging the logbook with said monitoring to adapt to CITEM's digitalization strategy.

Reference to major and minor NC and observations being raised on attached matrix:

Number of major non conformities	0
Number of minor non conformities	0
Number of observations	3

5. Use of certification documents and marks

- Is the use of certification documents and marks correct on exhaustive supports?

Yes No If yes, specify:

N/A

6. Audit programme

- Are there any significant issues impacting on audit program (audit duration, auditor competency, sufficient coverage)?

Yes No If yes, specify:

Not Applicable

7. Unresolved issues:

- Are there any unresolved issues by the end of closing meeting that would lead to appeal complaint, or other?

Yes No If yes, specify:

None

By signing the first page of this report, the audit manager confirms that:

- the objectives of the audit have been met and that the recommendation shown on first page of this report reflects the relevance and the ability of the management system to achieve the expected results
- the certification scope is appropriate
- this report is based on a sampling process of the information available. The CB cannot be held responsible for the possible non representativeness of the audit findings.